Access SSO, Railinc and TransmetriQ Applications
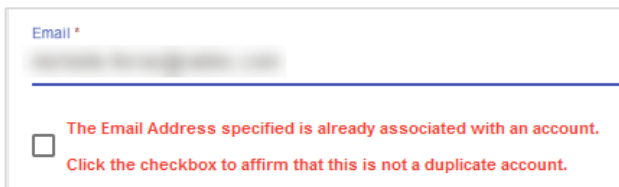
RAILINC *Quick Guide*

This Quick Guide helps new users set up access to Railinc and TransmetriQ applications and manage a Railinc account.

Accessing Railinc and TransmetriQ applications is a multi-step process. You must first register to use Railinc's Single Sign-On (SSO) system (Create an SSO Account). Once you have an SSO account, Request Access to a Railinc or TransmetriQ Application. Keep your profile up to date and ensure your account remains active (Edit Your Profile). If you forget your login credentials, we've included steps to Retrieve a Forgotten User ID and Reset a Forgotten Password. See Additional Resources for more information.

Create an SSO Account
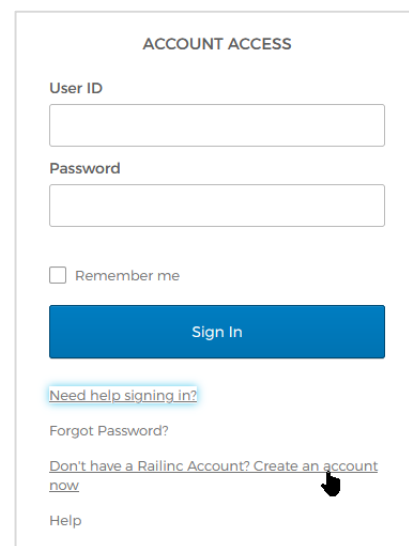
(If you already have a Railinc SSO account, skip this section).

CUSTOMER LOGIN →]

1. In your browser, navigate to https://public.railinc.com/.
2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.
3. Select the **Need help signing in?** link. More options appear. Select **Don't have a Railinc Account? Create an account now**.
4. Scroll through the Terms of Use and select **Accept**.
5. Enter all mandatory fields marked with an asterisk (*) on the User Information page and select **Confirm**.

   - Choose your **Country** before entering the **State/Province**.
   - If your **Email** is already associated with an account, you are prompted to check a box to confirm you are aware of this.

ACCOUNT ACCESS

User ID

Password

☐ Remember me

Sign In

Need help signing in?

Forgot Password?

Don't have a Railinc Account? Create an account now

Help

Email *

☐ The Email Address specified is already associated with an account. Click the checkbox to affirm that this is not a duplicate account.

   - A page is displayed to confirm your account has been created. An email is also sent to you for verification.
   - Verify your account by selecting the link in the email <u>within 14 days</u> or your account will become locked and require reactivation.
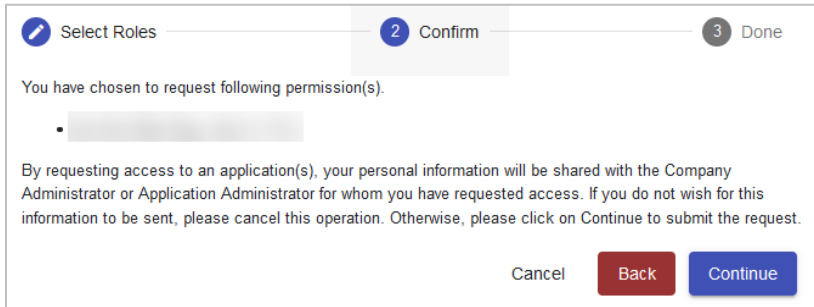
Request Access to a Railinc or TransmetriQ Application

1. In your browser, navigate to https://public.railinc.com/.
2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.
3. Enter your Railinc SSO credentials (User ID and Password) and select **Sign In**.
4. Select **View/Request Permissions** under **My Profile**.
5. Filter or scroll down to locate an application and select the **Request** button on the right of the application name.

Request

6. Select the appropriate role and complete all required fields.
7. Select **Next**.

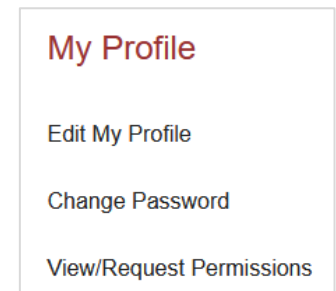8. A confirmation page is displayed listing the permissions you requested.

9. Select **Continue** to confirm your request. A notification of your request will be sent to appropriate Railinc Support team and your Company's Administrator (if applicable) for the application you selected.
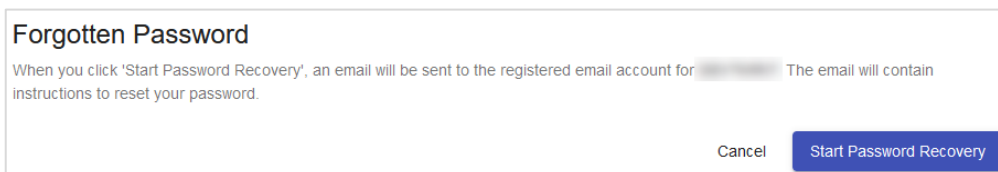
Edit Your Profile

1. In your browser, navigate to https://public.railinc.com/.

2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.

3. Enter your Railinc SSO credentials (User ID and Password) and select **Sign In**.

4. Select **Edit My Profile** under **My Profile**. The Edit My Profile page is displayed.

5. Update your information as needed and select **Save Profile**.

6. Accounts expire after six months of no activity. Log into SSO periodically and keep your profile updated so that your account doesn't expire.

Reset a Forgotten Password

1. In your browser, navigate to https://public.railinc.com/.

2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.

3. Select the **Need help signing in?** link. More options appear.

4. Enter your **User ID**.

5. Select **Forgot Password?** A page displays to confirm starting the password recovery process.


6. Select **Start Password Recovery**.

7. You'll receive an email with a link to continue the password reset process.

8. In the email, select the **Click here to continue the password reset process** link.

9. Enter a new password in the **New Password** and **Confirm Password** fields. Make sure your new password meets the password requirements listed at the top of the page.

10. Select **Submit**. If your new password meets the password requirements, you'll receive a confirmation message and an email to confirm that your password has been changed.
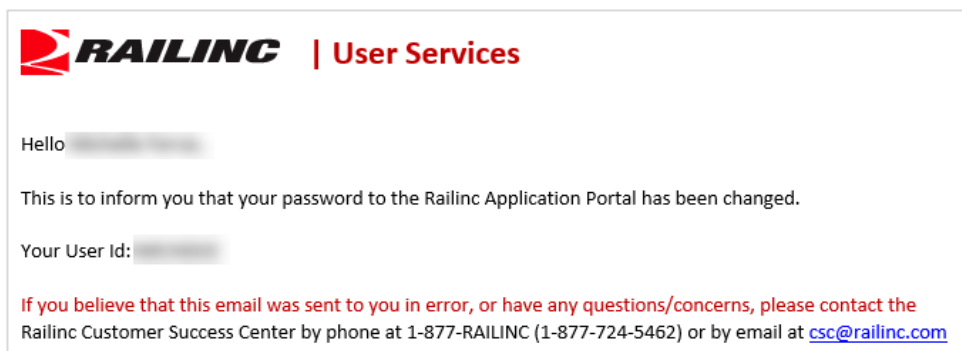
Additional Resources

The following additional resources are available:

- View the Getting Started page if you do not have a Railroad Mark or Company ID.
- Watch the SSO and the Launch Pad Video and consult the *Single Sign-On (SSO) User Guide* to learn how to use SSO.
- Consult the *Single Sign-On (SSO) Administrator Guide* to learn how company administrators manage user's permissions in SSO.
- Consult the *Railinc.com FAQ* and the *Railinc.com Quick Guide* to learn how to navigate the Railinc.com website.

Contact the Railinc Customer Success Center at 1-877-RAILINC (1-877-724-5462) or csc@railinc.com if you need assistance.

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